



Leading a Multi-Generational Workforce

Employee turnover is a concern for employers these days, as the aging population retires and is replaced by a rising generation that expects to spend only two to four years at each job. Employee churn is costly on many levels because employees contribute more than just their work.

When they leave, they take their relationships, skills, and institutional knowledge with them.

Turnover is especially high with employees from underrepresented groups, such as women and minorities, so it makes sense to think of diversity—including a multi-generational workforce—in the workplace as a long-term investment.

One of the biggest challenges facing managers is managing a workforce ranging in age from 18 to 80—encompassing Baby Boomers (1946-1964), Generation X (1965-1980), Generation Y or Millennials (1980-2000) and Generation Z, the up and coming workforce members.

With a multi-generational workforce, there is plenty of potential for negative stereotyping. Older workers may perceive their younger co-workers as entitled, tech-obsessed and too eager to challenge the norms, while younger workers may see older generations as being stuck in the old ways.

Generational differences can actually present an opportunity for developing each segment of the population, with younger workers encouraging their older counterparts to innovate and try new things, and older generations leveraging their vast experience and perspective helping the youngsters understand some of the risks involved with their ideas. Successfully blending multiple generations in your workforce could lead to a more effective and productive workforce.

According to a [study](#) conducted by the Sloan Center on Aging and Work, organizations that implemented age diversity strategies (policies and programs that include various generations in the workplace) witnessed positive impact in their businesses.

According to the study, some of the benefits to the employees were:

- Increased workplace experience and improved retention rates.
- Increased loyalty to the organization due to a feeling of 'being valued.'
- Increased motivation.
- Stronger feeling of cohesion amongst employees.
- Improved relationships with organizational leadership.

Businesses themselves experienced:

- An increase in sales and profitability.
- Improved customer service.
- Improved business savings.
- An improvement in organizational reputation.

By adopting a multigenerational workforce, you can create an environment and an opportunity for mutual mentorship among your employees, teaching skills that cannot be taught in a classroom or on the internet.

For more information on leading a multi-generational workforce, click on the articles below.

[Can't We All Get Along? Learn to Lead a Generational Workforce](#)

[How to Manage a Multi-Generational Workforce](#)

[Engaging the Multi-Generational Workforce](#)

[Bringing Together Baby Boomers, Gen X and Millennials: How to Manage Three Generations As One Team](#)

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